

Strategic Plan FY 2002-2004
Activity Purpose and Measures:

Program	Targeted Services	
Activity	Case Management	
Activity Purpose Statement	The purpose of the Case Management Activity is to provide care, treatment and support services to eligible consumers so they can achieve their desired goals and improve their quality of life.	
Services that Comprise the Activity	Service Planning/Case Plan Development Services Service Coordination/Referrals Counseling Sessions Service/Goal Monitoring Case Supervision/Consumer Visits Collateral Contacts Service Tracking/Reporting Services	
Activity Performance Measures (Measure & Target)	<div> <div><u>Results:</u></div> <div> % of individuals achieving their self-improvement goals % of successful case closures </div> </div>	
	<div> <div><u>Demand:</u></div> <div># of consumers requiring case management services</div> </div>	
	<div> <div><u>Output(s):</u></div> <div> # of service referrals # of case plan services received # of consumers served </div> </div>	
	<div> <div><u>Efficiency:</u></div> <div> \$ per consumer served \$ per consumer who achieved self-improvement goal \$ per successful case closure </div> </div>	
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